



**2 WISH UPON A STAR
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2020**

CHARITY REGISTRATION NO. 1168140



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THANK YOU	



CHAIRPERSON STATEMENT

2 Wish Upon A Star continues to flourish and expand, providing expert support to those affected by the death of a child or young adult.

The Board

We have an excellent board of trustees with a diverse set of appropriate skills, as shown by our diversity and skills matrix. All the trustees are engaged, committed to the objectives of 2 wish upon a star and a pleasure to work with. These skills have been fully stretched with the pandemic of COVID-19 affecting the world this year. As a reaction to Covid-19, we very quickly set up a group of trustees to meet virtually once a week, or more if needed, to support the CEO (and staff) through this crisis. We also 'buddied' every member of staff with a trustee. The aim of this was to provide extra support and monitor how staff were coping working from home, but as a bonus this has built even better relationships between the board and staff, and broken down some imagined barriers.

The board completed a thorough review of all policies (started last year) thereby underpinning good governance. This included much focus on our reserves and reserves policy which have stood us on firm ground in the pandemic. We are fortunate to have good reserves, which is essential when providing long term psychological support. We have also worked on involving the staff in ownership of the income (fundraising team) and expenditure (support team) and the important connections between the two. Work was completed on the staff and trustee appraisals, wages framework and staff structure, which will provide a solid basis for the future.

My thanks go to all the board for their time and knowledge during this year, but particularly to the Crisis group.

Our work and Achievements

As a charity, we deal with death of children and young people, so our statistics are not just numbers, but represent loss, sadness, devastation and so much more. This year 195 deaths of a child or young person were referred to us. As always, we have provided support, as required, to those families, friends and professionals affected.

2 Wish Upon A Star is a pan Wales charity based in South Wales, but it has been our plan to have a physical presence by employing staff in North Wales, and then West Wales in order to properly connect with the local communities and to serve our charitable objects of both awareness and support. This year our team secured funding to fulfil this aim in North Wales. Two new staff were employed and started just as the lock down came into force due to the pandemic. Luckily they had a brief visit to our Cardiff office just prior, and then we were all reduced to the new world of cyber meetings. Nonetheless, North Wales has been a huge success.

We have increased our immediate referrals for from 22 in the previous year to 28 this year, proving that having professional staff who are on hand and understand the local community, (in this case speaking Welsh too), is essential for our work.

We have also continued with our work opening bereavement rooms and giving presentations for training and awareness, alongside many other events noted further on in this report, often via online platforms and other means after the pandemic struck in March.

To provide all our services, fundraising is crucial. Our annual Little Ball of Hope and many other events were cancelled, delayed or translated into online versions. Despite such difficulties our wonderful staff team were innovative and adaptable, so that remarkably under such conditions, our income was as good as ever. Many thanks also to our amazing team of volunteers and corporate partners who supported us through hard times. Community and teamwork are fundamental to 2 Wish Upon A Star. It underpins everything we do, and I believe this cohesiveness has enabled us to cope so well during the pandemic.



CHAIRPERSON STATEMENT (CONTINUED)

Looking forward

We have learnt some positive lessons from the pandemic to take forward. These include working from home as an option, and some very successful online fundraising events.

Due to the success of our having staff on the ground in North Wales, we are considering other areas of expansion, particularly West Wales.

Fund raising now is very aware of the need for flexible event planning and online events in the future.

We are lucky to have reserves but are aware that this must be constantly monitored, particularly as we have a duty of care to those we are supporting over a longer term. This is highlighted further by Covid-19.

Rhian Mannings (CEO) continues her inspirational leadership and team management. We were delighted that she received the well earned honour of CBE in the New Years honours list. Rhian never ceases to surprise with her endless energy and achievements. It is an absolute pleasure to work with Rhian, her team of staff and a superb board.



L Burridge
Chairperson

Dated:2nd July 2021.....



Lulu Burridge, Chair of Trustees, 2 Wish Upon A Star

Current Chairperson's Comment

The team at 2 Wish continue to provide unrivalled support to families and communities in Wales affected by the sudden death of a child or young person. Due to COVID, this has been a challenging year for so many, for so many reasons but the team quickly adapted to a new way of working safely from home and continued to deliver services albeit in a different way. Events and fundraising have sadly been affected, but again the team have adapted to the challenge admirably with online events and fundraisers.

There are exciting times ahead with continued expansion, growth and development, future rebranding activity and possible diversification. In 2022 we have the 10th anniversary of the charity and a landmark fundraising trip to Kilimanjaro is being planned, as well as hopes to return to an in person Little Ball of Hope as well as our other in person events.

None of this could be achieved without the wonderful team at 2 Wish and the fantastic board of Trustees supporting. It also couldn't be achieved without the continued inspirational leadership of the Chief Executive, Rhian Mannings who has led the charity with empathy, compassion and a drive for change for people experiencing a devastating loss. I'm very proud to be part of this amazing charity and look forward to what is to come.



Jo Foxall
Chair

Dated:2nd July 2021.....



CEO REPORT

"Well where do I start? When I wrote the last report, who could have imagined what lay ahead not only for 2 Wish but for the UK and the rest of the world. The last 12 months have been a roller coaster from closing our office doors in March wondering if we will ever be back to organising Zoom bingo sessions with our bereaved grandparents.

2019 ended on a high with the launch of our Sky Full of Stars App where families could purchase a virtual sky in our virtual sky and name it after a loved one. Having Coldplay's Chris Martin perform an instrumental version of their song Sky Full of Stars especially for the app was an amazing moment and it is a project we are very proud of. We had no idea that the launch event in December would be the last face to face event we would hold for the rest of the financial year.

As a charity supported mainly by our community of fundraisers the uncertainty of our fundraising was daunting. However, our incredible supporters once again worked hard to keep 2 Wish going allowing us to continue to make a difference to so many. The highlight of the virtual fundraising calendar was our 26.2 event in partnership with the London marathon raising over £20,000.

The line we have always used at 2 Wish – 'Never forget' meant more than ever. Our elephant walk in August on World Elephant day brought people together walking in memory of those they loved and missed.

We have always been privileged to work closely with front line workers and now we were prouder than ever. Our training continued when possible, online and our messages of support were gratefully received.

Difficult times for so many families, both for those who were bereaved during lockdown but also for those who had to adapt to grieving in isolation. However, knowing our support was still there, be it in different ways, brought comfort. Apart from face-to-face contact, the support we offer continued but went online. Not ideal of course but people quickly adapted to Zoom calls for support, Zoom events, coffee mornings and self-care sessions.

I can not thank the 2 Wish team enough for adapting so well to home working and the new ways of working. If anything, relationships were strengthened and the support of our amazing board of trustees was also invaluable. Staff v Trustee Quiz evenings were a highlight to keep spirits high although its best if I keep the scores private.

I am so proud and relieved to say 2 Wish is still standing strong. Our families old and new are still supported and know where we are. Thank you to the incredible people who have donated, fundraised, and believed in us.

My thoughts go out to those families and individuals who have lost so much the last 12 months – be it loved ones, jobs, or businesses. Thank you to our key workers and front-line staff who have made us proud and thank you once again to my awesome team.

Together we continue to make a difference.

Rhian xx



Rhian Mannings, CEO, 2 Wish



OUR TEAM



Rachel Williams - Finance Manager



Rhian Mannings - CEO



Emma Kneebone - Bereavement Service Manager



Jo Plow - Senior Events Coordinator



Shannon Griffiths - Fundraising Manager



Bev Slocombe - Fundraising Administrator



Louise Way - Counselling and Support Coordinator (South and West Wales)



Becky Jones - Immediate Support Coordinator



Ann Edwards - Counselling and Support Coordinator (North Wales)



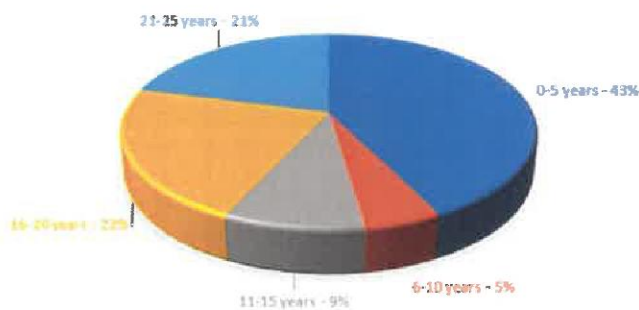
STATISTICS

Statistics 2019 - 2020

Since service delivery began in 2014, we have supported 754 families who have lost their child or young adult suddenly and unexpectedly.

We received 195 referrals for the sudden deaths of children and young people between 1st October 2019 and 30th September 2020.

DEATH BY AGE GROUP

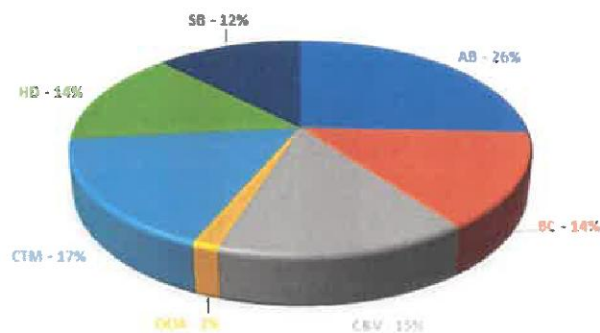


66% of deaths were male and 33% of deaths were female.

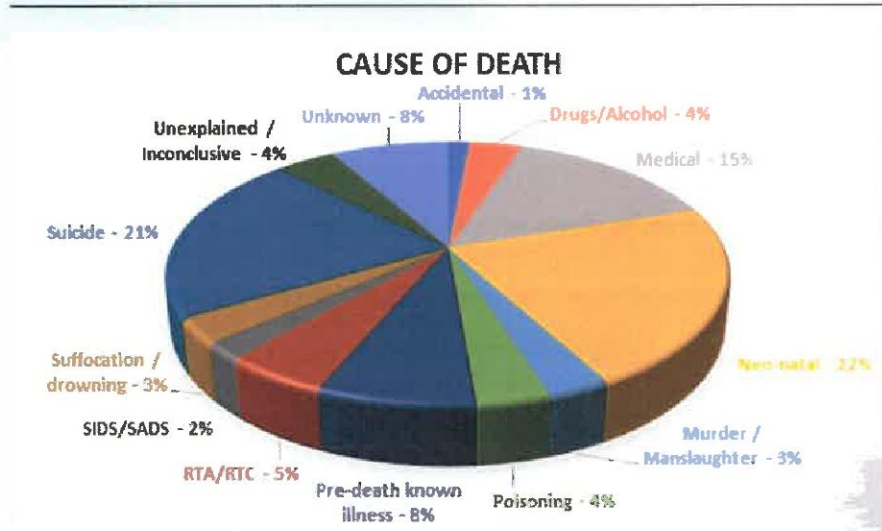
34% of all referrals came from the police, 30% from hospitals, 15% were self-referrals, 5% were referrals from family/friends and 5% came from the Coroner's offices.

The remaining 11% came from other charities, children's service, college or school, counsellors, funeral director, health visitors, social workers, housing support officers, mental health services and a solicitor.

DEATH BY HEALTH BOARD



STATISTICS (CONTINUED)



Year on year comparison
74% of our referrals were for immediate support following the death of a child or young person and 26% were historic deaths.

The number of immediate referrals has increased year upon year since the charity commenced service. This year we have experienced a slight decrease in historic referrals, which is to be expected due to the impact of COVID-19.



HARRY'S STORY

When I was asked if I would like to speak about Harry, and how 2Wish helped me, I didn't hesitate. When you are going through the darkest and most painful time of your life and have people all wanting a piece of you and to tell you how you should feel and think, all I wanted to do was scream and shout, "How do you know? You're not walking in my shoes!!!"

Then I was asked if you would like contact 2Wish. A Charity speaking from first-hand experience and I thought, what have I got to lose. I was given a beautiful memory box and asked would I like handprints done of Harry. I wouldn't have known or thought about doing that. I also have a lock of Harry's hair which I wear in a locket on my necklace, this helps me feel close to Harry.

We were also given a soft toy elephant, one for us and one for Harry. I cwtched mine every night and cwtched Harry's in with him while he was resting at the UHW. When it was the last time, we could see Harry, I swapped them over and knowing we had each other's brought me comfort.

I received a call from a lady called Becky from 2Wish and accepted her offer of a home visit. My husband was of the mindset that no one could bring Harry back, how would talking to a stranger help? It was ok for him to feel like that, there is no right or wrong way. We are all different, what works for one person may not work for another.

Before Becky came to see us, I was starting to get apprehensive. What if it's like having a health visitor telling you how to parent when they haven't got children? Within minutes of sitting and chatting with her, all those thoughts and feeling were gone. The team at 2Wish are not there to preach and pretend they have all the answers, however they are speaking from experience. They also have access to many organisations, therapists and specialist counsellors, all funded by 2Wish.

Without this charity I wouldn't have known where to turn or have the priceless memory box. The support they offer has no time limit and you can contact them weeks, months, years later for support and advice.

My handsome Harry is with us in a different way now. We are and always will be a family of four and this is one of my coping mechanisms. I won't talk in past tense. I am approaching milestones, Harry's birthday, a second one, and Christmas. All will be a celebration because Harry is a fun loving young man who never turns down an invitation to party. We get together with family and friends and share stories which is a mix of laughter, tears and feeling proud.

Recently, a lady introduced herself to me as Harry's friend's Nan; she was in a wheelchair and wanted to tell me how grateful she was for everything Harry did for her. Unbeknown to me Harry would go and put her bins out and help her around the house. There was my proud moment. Another of Harry's friends confided in me that he had been bullied throughout secondary school. He shared with me how Harry had been there for him and got him through suicidal thoughts and how grateful he was to Harry for that.

Then there are the funny stories, one being when Harry and his friends all went to Cardiff Bay last Summer and hired a tandem bike. They ended up crashing and landing in the water and sinking the bike, before all running away so as not to get into trouble. It didn't enter their heads that the hire company had their details. Whilst telling me they were all laughing and getting the photos up on their phones to show me. The stories just flow, all innocent fun and times shared. That is what helps me put one foot in front of the other.

Any grieving parent reading this, please don't feel alone. Do what works for you, it will take time to learn what helps and what hurts. Just be open minded and give this invaluable charity a chance to guide and help you.

Love you more,
Mum, Dad & Alfie



OUR IMPACT

Memory boxes

We have spent £10,777 providing 359 memory boxes to families affected by the sudden death of their loved one. Every Emergency Unit across Wales stores our memory boxes to give immediately to families once their child has passed away. Each box contains:

- Organza bags for locks of hair.
- Inkless hand and footprint kits.
- Two Gorgeous George elephants.
- A votive candle.
- Forget-me-not seeds.
- Tissues.
- Pen and note paper.
- Small star pendant.
- A support pack of information about our services and a 'When your child dies' booklet of practical guidance.

As well as the Emergency Departments, our memory boxes are also kept within Critical Care Units, Organ Donation teams, Mortuaries and Children's wards.

"Our Gorgeous George's are soft toy elephants. One elephant stays with the family whilst the other remains with the child who has died.

We use elephants for two reasons; firstly, an elephant never forgets and secondly, child death often remains the elephant in the room."



OUR IMPACT

Bereavement rooms

2 Wish Upon A Star provide bereavement suites to ensure that any bereaved family, not only those affected by the sudden death of a child, have a quiet and comfortable space to reflect, grieve and be together away from the hustle and bustle of the hospital.

2 Wish Upon A Star have now designed ten bereavement rooms across Wales including:

- University Hospital of Wales – Accident and Emergency, Cardiff and the Vale
- University Hospital of Wales – Paediatric Critical Care Unit, Cardiff and the Vale
- Prince Charles Hospital, Cwm Taf Morgannwg
- Royal Glamorgan Hospital, Cwm Taf Morgannwg
- Princess of Wales Hospital, Cwm Taf Morgannwg
- Royal Gwent, Aneurin Bevan
- Nevil Hall, Aneurin Bevan
- Coroner's Office, Cardiff and the Vale
- Ysbyty Gwynedd, Accident and Emergency, Betsi Cadwaladr
- Morriston Hospital, Acute Paediatric Unit, Swansea Bay



"Before 2 Wish Upon A Star, I experienced children passing away, either in A&E or on the children's ward, and the rooms you took the parents to were always cold and empty, as it was always the nearest empty, available room.

Since 2 Wish have come along it has improved so, so much and there is a comforting and safe space where families can go. I will always be grateful not only for myself but for those families going through the most horrendous of time. Thank you."



OUR IMPACT

"The contact from our Immediate Support Coordinator was a lifeline and the counselling arranged has helped us to plan a way through the grief. Without such help, I don't think I could have seen a way through."

Immediate Support

Our Immediate Support Coordinator provides support to ensure that:

- Following a referral to 2 Wish, an immediate support call is made to families for the first time within 48 hours.
- All families have been offered a memory box, which include hand and footprints and a lock of hair of their loved one.
- Immediate support is provided for as long as risk and need are present. Support includes home visits, weekly calls providing practical and emotional support.
- Families know they have someone to ask their questions to and speak openly with and to advocate on their behalf as needed.
- Internal referrals to counselling and external referrals to other organisations are made in a timely and needs assessed basis to ensure the family are receiving a holistic service.
- Of the 195 deaths from 1st October 2019 – 30th September 2020, 50 were historic resulting in 145 families requiring immediate support.
- 100% of families have received an initial support call within 48 hours.

Implementation of the Immediate Support Coordinator at the beginning of 2018 decreased referrals to counselling by £20k. Some just need a kind and listening ear to guide them through the first weeks and months of their grief. The option to return for counselling at any point remains open indefinitely to those families.

"Our family were supported by 2 Wish from the day we lost our son. They provided support for the whole family; offering, sourcing and providing counselling for eight members of the family altogether."

2 Wish provided a memory box which, among other mementos, gave us a lock of our boy's hair and fingerprints. Things we would never have thought of at the time. How precious."

"This charity is one of the most important charities in Wales."



OUR IMPACT

Counselling and support groups

We provide:

- Counselling – We work alongside a team of qualified, professional counsellors located across Wales to offer 1:1 or couples counselling for grief, bereavement and trauma. We provide adult counselling and young person counselling.
- Complementary Therapy - We offer massage or reflexology to relax and calm bereaved personas who may be struggling with anxiety or unable to sleep.
- Play Therapy – Offered to support young members within a family who have experienced the sudden loss of a loved one. They may feel confused or upset at the loss of their sibling and need support working through these emotions in an appropriate environment.

2 Wish Upon A Star work alongside:

- 92 Counsellors
- 18 Play Therapists
- 14 Complementary Therapists

In the past year, we have provided, 1745 sessions of Counselling, 662 sessions of Play Therapy and 68 sessions of Complementary Therapy to those affected by the sudden and unexpected death of a child or young person.

"Counselling came at just the right time. It really helps to have someone who listens and helps me to make sense of all the madness in my mind. Nothing can bring him back; but having someone to talk to is a big comfort."

"I haven't slept properly and my anxiety levels have been sky-high since it happened but, by the end of my first session, I came out of there feeling much calmer and the small break from reality was such a relief. The therapist who did my massage was lovely, really calming and understanding and I felt safe."



OUR IMPACT

"There's no better feeling than having a hug from another grieving parent who understands what we are going through. This group feels like I'm having a hug without actually having one."

Focus Group Support

Focus groups are six-weekly, closed groups with two qualified and registered counsellors. The focus groups bring together a small group of bereaved family members who have lost their loved one in a similar way. The focus is on group talking, sharing and helping each other to process and understand their loss within a safe environment, guided and facilitated by our counsellors.

Topics include; triggers, physical aspects of grief and continuing bonds. The continued friendships that often form following these groups offer peer support to those who have experienced the loss of their child and find comfort from those who can understand and relate to what they have experienced.

We delivered two Focus Support Groups including:

- Mums who have lost a baby
- Mums who have lost a young adult, aged 20-25

We had to suspend our Focus Support Groups for the remainder of 2020 due to COVID-19. However, we decided to run a virtual two-week group called 'The Wellbeing Cwtch', which allowed bereaved parents to meet online and engage with two qualified counsellors.

"I was so nervous about joining in but it was amazing, it really helped."

"Just being able to speak without any judgement to other parents who understand completely makes a big difference. There is nothing like a hug from another grieving parent - they just get it. I've made friends for the future."

"The sessions were really helpful and I connected with another parent which is really good as I don't speak much with my friends about my loss as they haven't lost a child. Hayley and Di, the counsellors, were really good as they let us just talk and were there to support if needed. I really benefitted from the sessions and feel like I am more confident and may post things in online groups now that I know a person in the group. Thank you 2 Wish for all the support you have provided to my family and my son's friends too."



OUR IMPACT

Monthly Support Events

In January 2019, we introduced monthly support events. These events are delivered across the year and are tailored for Mums, Dads, siblings and families. The events offer the opportunity to enjoy new experiences whilst coming together with others who understand the journey, in a safe and friendly environment.

We supported 73 people through 4 monthly events, including a Royal Mint experience, a Santa workshop, a ceramic workshop and a fairy afternoon tea. Unfortunately, in March 2020, we were unable to run monthly events for the remainder of the financial year due to COVID-19.

"We didn't really know what to expect and we were incredibly nervous and so nearly didn't go. It was so lovely and comforting to meet other mums and talk about our children and story."

"Both myself and Sian felt for the first that there were people who understood what we are going through and we didn't feel so alone."

"I want to say thank you so much for making me feel normal."

Welsh Government Funding

In September 2020, we secured funding from Welsh Government to run a pilot bereavement service for families affected by the suicide of an individual, of any age, in Gwent.

The service is called '2 Wish Upon A Star Pilot - Supporting Families Bereaved by Suicide in Gwent' and will run for an initial period of twelve months.

Our long-term aim is to ensure that everyone affected by the sudden and unexpected death of a loved one, of any age, is supported and this pilot serves as the first step towards ensuring that all those affected by sudden death in Wales get the support they deserve.

The death of someone important can cause great pain and sadness, whatever the cause of death. However, families bereaved by and dealing with loss from suicide may also have to face agonising questions, intrusive public scrutiny, and cope with extra emotions such as guilt, shame and self-blame.



OUR IMPACT

2 Wish Upon A Star Pilot - Supporting Families Bereaved by Suicide in Gwent

Steven Maloney, Detective Chief Inspector, Gwent police:

"We are really dedicated to helping individuals and families impacted by suicide. We know that 2 Wish Upon A Star offer great support and care during a very traumatic time and look forward to working in partnership with them around this pilot. We are pleased this is taking place in Gwent and hope this will help the communities we serve"

Jackie Williams, Chair of Gwent Suicide Prevention Group:

"All partners from the Gwent Suicide Prevention Group are excited, and reassured, that 2 Wish Upon A Star have been given monies from the Welsh Government Regional Suicide and Self-Harm Prevention fund. As a Group we understand the importance of specialised bereavement support for people affected by a suicide.

Up until now the charity 2 Wish Upon A Star have only had sufficient funds to offer specialised bereavement support to families affected by a suicide of someone aged 25 or under. We have been grateful for this support and impressed by the feedback from their clients.

As a group we strongly believe that this service should be available to anyone affected by a suicide, regardless of the age of the person who died. This is why our group supported their bid."



ARTHUR'S STORY

Our little boy Arthur was 7 weeks old when everything came crashing down and we lost him suddenly. When Arthur first passed away, we didn't know what had happened which made the whole thing so much worse, the not knowing why our little boy had passed away.

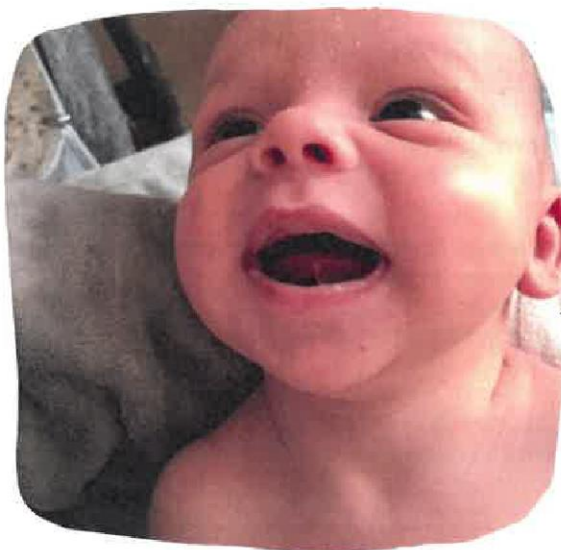
In the hospital, the doctors gave us a beautiful memory box with Arthur's hand and footprints from 2 Wish Upon A Star and explained how they help families after a loss.

The next day we had a call from our Immediate Support Coordinator who was there to help us, and our daughter, deal with losing Arthur.

She helped arrange play therapy for our daughter and counselling for us and has always been just a message away whenever needed.

After we got Arthur's results, we found out he had been poorly for a while and that was hard to deal with. We had to wait five months for Arthur's post mortem results, but our Immediate Support Coordinator chased it up with the hospital regularly for us until we had his results and that made it easier on us.

We are so grateful for all the support our family has received from 2 Wish Upon A Star. We have a beautiful memory box to keep our baby boy's things in and someone we can always talk to about our beautiful baby boy.



FUNDRAISING

2 Wish Walks Wales was Rhian's personal challenge to walk five marathons across Wales. An amazing team of walkers joined her to cover our beautiful country, with walks in Pembrokeshire, Snowdonia, Brecon Beacons, Anglesey. The five stage event concluded in November 2019 with 26.2 miles in the Gower. This difficult challenge raised **£5,000** for 2 Wish!

We closed the calendar year of 2019 with a launch of our new app called 'Sky Full of Stars'. As well as a very special app where people can buy a star and dedicate it to someone who they miss, we had Chris Martin from Coldplay record a special acoustic version of 'A Sky Full of Stars' exclusively for 2 Wish to use.



Lockdown 2020

CANCELLED

Fundraising in a global pandemic has been a challenge for all charities, and 2 Wish Upon A Star is no exception. Many of our own events and events arranged by our community fundraisers had to be cancelled.

Despite these very challenging times, alongside the lows were many highs. Thanks to our amazing supporters and fundraisers.

Due to the London Marathon being cancelled in April 2020, a virtual programme called The 2.6 Challenge was set up by a section of the mass event community to help charities with their huge shortfall in funding.

The challenge could be anything from 2.6 mile run to holding a zoom workout with 26 of your friends, from lifting 26 kilos to spinning 26 hula hoops!

Our supporters raised over **£20,000**. At such a difficult and challenging time, we could not have been more thankful for this amazing effort by our fundraisers.



In June 2020, to replace our cancelled in person walk, virtual 2 Wish Walks 20/20 went ahead with 240 people walking over 6,500 miles!

These amazing people raised almost **£9,000**.

As well as all this, many supports arranged their own fundraising events. Thinking of 2 Wish and raising funds for us, when so much is going on in the world, is humbling.

Thank you all so much!



TRUSTEES' REPORT

The trustees present their report and financial statements for the year ended 30 September 2020.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

Objectives and activities

The objects of the CIO are, for the benefit of the public, the preservation and protection of physical and mental health of those in Wales and such other areas as the trustees may decide, who have suffered a bereavement of a child or young adult under 25 years of age by:

A. the provision of services including, but not exclusively, the provision of counsel support; and

B. the advancement of education and awareness of the public in relation to the effect that a bereavement or loss can have on families and others.

The charity aims:

To provide each family who lose a child or young adult in an Emergency Department with a memory box

Memory boxes continue to be distributed to hospitals across Wales. The charity is working closely with members of the emergency and critical care units in all 13 Welsh hospitals and meets regularly to review stock and to discuss the use of the boxes. Progress has been excellent during this period with relationships developing between us and both hospital staff and executive board members.

To ensure every hospital has a suitable bereavement suite in the emergency unit.

Following the opening of our first bereavement suite in 2013, 2 Wish Upon A Star has refurbished or established a further five bereavement suites. These rooms are an important facility and one that should be accessible to any family member in distress. The rooms are comfortable and bring much comfort to families at such a difficult time. Discussions have been held with Welsh Government and it has been established by the premises team that no emergency unit in any Welsh Hospital will be refurbished without consideration for such family facilities in the future. We are currently working with WAG to produce guidelines for these suites.

To provide professional one to one or group support to bereaved family members.

The charity works alongside over 90 counsellors, 18 play therapist and 14 complimentary therapists to offer high quality service to suddenly bereaved families. With a bank of play therapists now established to support bereaved young siblings we are offering an excellent service. With short waiting lists we are extremely proud of the difference we are making. 2 Wish has also established a bank of complementary therapists to offer family members an alternative to talking therapies.

Focused support groups have replaced monthly support groups across Wales. Uptake is good at these groups, they are open to anyone who has suffered a traumatic and sudden loss of a child or young adult. Regular events involving bereaved siblings are held throughout the period, giving families and young people the opportunity to come together with the support staff who are available for any ongoing advice.



TRUSTEES' REPORT (CONTINUED)

To provide immediate support for families following the death of a child or young adult

The charity offers a unique service here in Wales, working closely with both health professionals and police forces. Every Welsh emergency and critical care unit now has access to the Immediate support pathway constructed by 2 Wish. The charity can receive a phone call minutes after the death if a parent consents allowing our team to support that family. Between the October 2019 and September 2020 period we supported 195 families, the majority using our Immediate pathway to access our support. Families can, however, access our services at any time during their journey through their grief.

To provide training for professionals including health staff and police officers

The CEO continues to attend training sessions and conferences across the country to promote 2 Wish Upon A Star but also to discuss bereavement care in sudden and traumatic situations. Many hours have been spent with police officers to discuss how to support families and the importance of a sensitive approach to families. Work has also been done with Emergency Unit and mortuary staff to highlight the work that the charity undertakes.

To provide support for anyone who witnesses a traumatic death of a child or young adult

A pathway is now established across Wales which was originally introduced whilst working alongside all police forces. Support is available for those who witness the death of a child or young adult and for those working in professional services. The charity regularly receives referrals from police officers and GP's enquiring about support for those people who are not related to the individual who passes away. The charity is educating Welsh organisations about this pathway and the importance of supporting all of those involved in trauma and sudden loss.

To raise awareness of our charity and importance of bereavement support

There remain many families struggling across Wales. As an organisation it is important we continue to raise awareness, so families are aware of the support we can offer. This involves multi-agency working and spreading our message so both professionals and families know about 2 Wish Upon A Star. Helping to reduce the stigma in respect of mental health also plays a part of the work of 2 Wish. We feel early intervention could reduce the long-term effects of sudden bereavement and we are working with other mental health organisations to improve awareness and bring down barriers.

The staff comprises a team of ten led by the CEO Rhian Mannings. The team consists of a fundraising, events and marketing team and a support team who work closely together to make a difference for bereaved families. Based in South Wales, with two members of staff in North Wales the charity has gone from strength to strength in the last 12 months with both referrals and public interest increasing. As well as securely recording family information, we regularly analyse this information, looking for trends or factors that may be contributing to sudden child death. We produce statistics to show where deaths occur, causes of death and other factors which we hope may help reduce sudden death in children and young people in the future.

Public Benefit

Everything that is done at 2 Wish Upon A Star is in compliance with the above aims and objectives. We work hard to benefit families and those effected by the sudden death of a child or young adult and, using these aims, we believe we are making a difference by helping families through the most difficult of times. Emphasis is on the immediate family consisting of parents and siblings, but our organisation over the last few years has developed the support available for everyone effected by sudden loss. Grief and bereavement effects everyone very differently so it is important our staff are aware that these individual needs are met. Our services are always evolving and, by working with professionals involved directly with the bereaved families, our support has an incredible impact.



TRUSTEES' REPORT (CONTINUED)

2 Wish Upon A Star has worked hard to build successful relationships with police forces and health boards across Wales, and this has led to formal partnership agreements being developed. Families can then be discussed, safeguarding can be considered for both staff and families, and partnership working has shown that families receive the support they deserve. This also means that as more organisations become aware of 2 Wish and the support we offer, an increasing number of families will be referred to the charity.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Achievements and performance

2 Wish Upon A Star continue to be very proud of their achievements. It has been another very busy period with the number of families being referred increasing, here are the figures for our financial year:

15 families in 2014/15
84 families in 2015/16
117 families in 2016/17
136 families in 2017/18 (109 immediate and 27 historic)
207 families in 2018/19 (135 immediate and 72 historic)
195 families in 2019/20 (145 immediate and 50 historic)

Each family can have multiple individuals needing help. Therefore, as a self-funded charity, fundraising has needed to increase to meet the demand. There have been many successful events and meetings to raise awareness and to highlight the importance of supporting suddenly bereaved families.

Regular meetings continue between 2 Wish Upon A star staff and important stakeholders across Wales. The response to our work has always been positive and has resulted in the development of several partnerships. Without the support of police forces, health boards and other organisations 2 Wish Upon A Star would not be able to support families.

Our team has also changed over the last 12 months. The support team consists of three immediate support coordinators working alongside two members of staff who coordinate the long-term counselling and support for the families. They in turn are supported in their work by the fundraising team who organise the events for 2 Wish Upon A Star. The role of volunteer coordinator has been put on hold due to Covid19, however we still plan to recruit for this role. It is of great importance that the volunteers feel valued and appreciated. They are involved in both our own events and in community events. There are about 65 volunteers, all of whom contribute and make a difference.

Working with the staff and volunteers is a growing group of counsellors and play therapists. These individuals work with our families and are paid by the charity to provide the care and support families require. The number of counsellors, play therapists and complementary therapists continues to grow due to the increase in referrals. The support team meet regularly with them and working together is the only way we can provide the best service.

Our events continue to be very successful in terms of raising both awareness of the charity and funds. Many of our events combine fundraising with raising awareness, as well as being social occasions for the families we support. In this respect our fundraising, events and marketing team offer services beyond the normal remit of simply fundraising. Our events fulfil part of our aims and objectives too.



TRUSTEES' REPORT (CONTINUED)

Our year at a glance

October 2019

- Opening of Bereavement Room in Ysbyty Gwynedd
- Join North Wales Bereavement Forum
- Presentation to FLO Course Dyfed Powys Police
- Presenting on national mental health Conference, Cardiff
- CEO walk 4 walks Anglesey 26.2 miles for 2 Wish
- CEO attends Woman of the Year Lunch in London
- Presented to Police Now Academy Staffordshire
- Presented on PRUDIC awareness training day

November

- Presented on Child Death training S W Police
- Petition handed to the WAG petitions Committee
- Insight Training for whole team
- Presented on Crisis and Safeguarding Course
- 2 Wish Family Christmas Afternoon Tea
- Final 26.2 walk In 2 Wish Walks Wales
- Informed of successful lottery bid for North Wales

December

- New Senior Event Coordinator
- 2 Wish working with Cardiff Devils sponsor Hydroseeding
- Nominated charity by Woman In Wales donation
- North Wales police training
- 2 Wish Sibling event at John Lewis
- Remembrance Service
- Sky Full of Stars App launched
- CEO awarded the MBE

January 2020

- North Wales police training
- Meeting with Children's Commission for Wales team
- Presented on Child Death training South Wales Police

February

- Meeting with Medical Director for CTM HB
- 2 Wish Stargazing Event - Cancelled
- Sky Dive - Cancelled

March

- 2 Wish Waterfalls Walk
- Plantasia 2 Wish family Event
- Crisis Communication Training
- Presentation on International Women's Day
- South Wales Police Passing Out Parade supporting 2 Wish
- Three new staff members joined
- National Lockdown due to Coronavirus
- Office closes, staff and trustees buddy up
- Crisis Trustee Committee formed

April

- Virtual Paeds Training, Childrens Hospital
- 2 Wish Gin Night - Cancelled
- 26.2 Event Virtual - raising over £20,000

May

- 2 Wish Family Zoom Bingo

June

- 2 Wish invited to join suicide and self harm prevention group
- 2 Wish Walks 20/20 raising over £10,000
- Charity partner - Coles Funeral Directors
- North - South 2 Wish cycle - Cancelled

July

- 2 Wish Quiz with Ellis Jenkins event
- County Lines Drugs - Awareness Training
- 2 Wish MBE Celebration Event - Cancelled

August

- 2 Wish World Elephant day Walk
- Religion Training with Rev Chris Burr

September

- 2 Wish Forestry Run - Cancelled



TRUSTEES' REPORT (CONTINUED)

Financial review

Results

The results of the charity can be seen below:

	2020 £	2019 £
Income	565,901	334,234
Expenditure	(440,684)	(381,123)
Actual operational (deficit)/surplus in period	125,217	(46,889)

The operational surplus above can be seen to be attributed to an unrestricted surplus totalling £97,645 and a restricted surplus of £27,572 (2019: unrestricted deficit totalling £48,244 and restricted surplus of £1,355).

The charity made an unrestricted gain on investments of £10,225 (2019: £1,984) during the year which resulted in a net unrestricted surplus of £107,870 (2019: deficit of £46,260).

The unrestricted reserves as at 30th September 2020 totalled £630,575 (2019: £522,705), of which £171,738 (2019: £58,969) are free reserves (unrestricted reserves less Designated funds).

The charity became a charitable incorporated organisation on 8th July 2016 and the net assets from the unincorporated charity were transferred to the new entity on 14th September 2016. The net assets transferred totalled £466,696. This money has been accumulated during the period from 26th October 2012 to 14th September 2016 being the period that the unincorporated charity commenced its activities until its incorporation.

Reserves

2 Wish Upon a Star has a current policy of maintaining reserves as outlined in our reserves policy. As awareness of the work of the charity grows, so do referrals which require support and therefore funding. The charity's plans for expansion to extend across Wales, increasing awareness and support is crucial to our aims and objectives and funding is required for these future projects. The support and services provided to families is ongoing and it is imperative that this support can continue should there be a fall in income. Reserves of £495,000, based on one year's costs assumptions are considered appropriate for this purpose.

The unrestricted reserves as at 30th September 2020 totalled £630,575, of which £171,738 are free reserves (unrestricted reserves less fixed assets, less intangible assets). The reserves of the charity currently exceed the target set but, as noted throughout the report, due to the charity's plans for expansion of its services, future projects and the unpredictability of funding, excess reserves are deemed necessary to ensure the success of the charity in future periods.

The principal risks and uncertainties facing the charity as identified by the charity trustees are:

Funding: We are a mainly self-funded charity and rely on the generosity of our supporters. The charity sector is generally flooded with much competition for supporters' donations. One of the main issues affecting charities is the ability to raise funds from events effectively. There is no certainty in such events bringing in similar income as the previous year. To mitigate this, we have increased our fundraising and events team and have set targets. We are also looking at alternative funding streams which are spread over a longer period or for specific projects.

Competition: Although the charity has excellent local support it is not as established and well-known as other local charities like Ty Hafan & Velindre. We are always working to improve awareness of our work, which in time should help us to become even better known.

Succession: There is a clear need for succession within the charity. This goes hand-in-hand with the staff structure and is high on the agenda for focus in the coming year. There has been a period of very rapid expansion of our services and our staff. Therefore, we need to recognise this, reassess, adjust and consolidate. We have focused on the staff structure in the future to allow for succession planning.



TRUSTEES' REPORT (CONTINUED)

Fundraising

The last financial year has proven extremely difficult for 2 Wish. COVID-19 has deeply affected communities, with so many losing their lives and many still facing mental health struggles. Amidst an unprecedented pandemic; 2 Wish have been unable to visit bereaved families in person and offer our crucial immediate support to those who have suddenly lost a child or young adult; the foundations upon which the Charity is built.

We've had to adapt, like the rest of the world, and have committed ourselves to bringing a virtual reality to the forefront of our fundraising efforts, whilst maintaining levels of care in different ways for our bereaved families; who are our everything. Over the last 12 months, we've hosted virtual walking and running challenges, Virtual Craft Fairs and more- with so many members of the public, across Wales and even the UK, safely taking part. Vital community support which has enabled us to continue our fight today.

The Future

Our motto, "When it rains look for rainbows, when its dark look for stars" has never meant more than it does today. The last year has been so difficult and it is a year we hope never to see again. However, we have also learnt a lot about what's important, what a difference our charity makes and how adaptable we are as individuals and as a team.

An element of hybrid working will remain with staff working in the office, out and about and from home. The productivity of the staff has been incredible during the last twelve months and much of that is the work life balance that COVID reminded us to embrace. The office will remain open for our guests and families, but staff will have a more flexible approach to where they work.

Our services have continued throughout the pandemic and its been clear some families have preferred using technology to receive support. This will remain an option as we continue to meet the needs of everyone we support in their own individual way. The social events we host, which bring a lot of comfort to families who realise they are not alone, have not been delivered. However, plans are already in place and, as soon as we can, we will be back with our face-to-face support that so many desperately need.

Our petition, which was handed to the committee last year, is now back on the list to be debated. We are still fighting to make the question of support mandatory when a child or young adult passes away and we have many people supporting this fight. We are working closely with Public Health Wales, where we are now involved in the Child Death Review Process; and are hoping to assist with the development of the PRUDiC process in Wales. We have also had the opportunity to run SIM training with health care workers and police alike around breaking bad news and supporting the suddenly bereaved.

The success of our North Wales team highlights the need for having people based in different areas of Wales who understand their communities and culture. The welsh language is so important and we hope to strengthen our team in North Wales with fundraisers so families get the necessary support; but can also get involved with the charity in a variety of ways when they are ready and wish to do so.

Last year we launched a Welsh Government funded pilot project in partnership with the Gwent Suicide and Self Harm Partnership Group supporting ANYONE affected by the death of an individual by suicide, of any age, in Gwent. The pilot has been a great success and we are now in conversations to discuss how this pilot can be developed. We are struggling to limit the support we can currently offer under the remit of the pilot project to such a small area of Wales when our passion is making sure there is a consistent approach to sudden bereavement across Wales.



TRUSTEES' REPORT (CONTINUED)

The support for 2 Wish is astonishing. We have raised money when people were facing such hard times. We need to successfully gain funding and grants to complement our community fundraising. Conversations continue with health boards and Welsh Government about financial support for a service, which is now seen by many as statutory. Our CEO has been invited to join the WAG Bereavement Steering Group looking at strategy and funding for bereavement in the future.

COVID 19 has put a national emphasis on the importance of supporting the bereaved. With so many affected by grief within the last twelve months, we are now running workplace training courses and bitesize bereavement training to enable those supporting someone through the grief process.

The months ahead will be challenging with the pandemic far from over, but there is light. The vaccine rollout starts soon and hopefully, after the winter months, life will resume some normality. It is important, however, that we plan carefully allowing for both face-to-face contact where possible, but remembering the positive impact our remote contact has had on our families. Fundraising events will be planned so they can be adapted easily and quickly depending on restrictions and our support services will continue as they have the past twelve months.

Our families continue to come first and whatever the future holds, the team at 2 Wish will ensure that they continue to get the support they require and deserve.

Structure, governance and management

The charity is a Charitable Incorporated Organisation formed on 8th July 2016. The charity's governing document is CIO – Foundation registered 8th July 2016. We became a Charitable Incorporated Organisation during the period as it was agreed that this was a structure better suited to us.

Organisation structure and decision making

The charity is managed by the Chief Executive Officer (CEO) who delegates authority for project management and charitable activities to the Finance Manager, Bereavement Service Manager and other office based administrators and self-employed field staff (counsellors). The CEO meets with the administrative team on a daily basis and keeps in regular contact with field members.

The Board of Trustees meets on a bi-monthly basis. Specific issues are brought to the attention of the Chair or other members of the board for a review, thereafter being ratified at a full board meeting. All day to day management decisions are made through the above outlined management structure. Decisions which are brought to the Board relate to changes in strategic direction or policy, or risk management.



TRUSTEES' REPORT (CONTINUED)

Trustees recruitment and induction

All of the trustees are required to submit a curriculum vitae and complete an informal application process where they are invited to set out what skills and benefits they can bring to the board. A prospective applicant then typically meets the CEO and/or the Chair to discuss the application. The applicant may also attend a board meeting as an observer. If acceptable to both sides, an applicant will be proposed to the Board after the process and the appointment is put to a vote.

The formation of the Board of Trustees is undertaken on the basis of a skills need analysis as well as a general risk management and assessment of the needs of the charity. The charity aims to attract trustees who can add value to the charity. The requisite management skills are deemed to be accountancy, human resources, legal, public relations, marketing and communications, all of which are represented by highly experienced individuals on the Board.

All trustees are provided with a welcome pack which includes legal and regulatory framework regarding their responsibilities on recruitment. Induction is on a one to one basis with other trustees or the CEO. The trustees have the opportunity to meet with operatives of the charity, visit projects and also participate in further training and charitable events. We are continually looking out for potential trustees who may add to our board's skill and knowledge set.

Key management personnel

The pay of key management personnel is reviewed annually alongside a general review of all staff salaries. Salaries are benchmarked against similar size charities who operate in the region.

Policies and the risk register are reviewed regularly and to a schedule.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

A risk register has been adopted using a traffic light system to flag up risks. Any amber or red risks are reviewed and assessed by the trustees at each Board of Trustee meeting and thereby ensure that systems are in place to mitigate exposure to major risks.

Approach to financial investments

Decisions about the investment strategy are governed by the finance committee and approved by the board. 2 Wish Upon a Star's investment portfolio was managed by Bartholomew Hawkins during 2019/2020 according to the board's instructions. The board recognises it has a responsibility to consider any ethical implications of its investments.

The investment strategy is reviewed by the board with investment managers on an annual basis. Investments reports are disseminated to the board monthly with the management accounts, to review performance.

2 Wish Upon a Star does not depend on investment returns to fund its short-term operational requirements and is, therefore, able to tolerate short-term volatility of its investment portfolio. Our investments are risk adverse, which is consistent with a strategy of seeking to generate longer term income.



TRUSTEES' REPORT (CONTINUED)

Registered charity number	1168140	
Principal address	Ground Floor, Unit 7 Magden Park Llantrisant CF72 8XT	
Trustees	L Burridge B Emanuel I Smith J Foxall A Beckely T Agland T Jones S Bolton S Simpson Dr L Groves	- Chair (Resigned 17/3/21) - Trustee - Trustee - Secretary (Appointed Chair 17/3/21) - Treasurer - Trustee - Trustee - Trustee (Appointed 20/1/21) - Trustee (Appointed 9/9/20) - Trustee (Appointed 8/7/20)
Key management personnel	R Mannings	- CEO
Independent examiners	Azets Audit Services Ty Derw Lime Tree Court Cardiff Gate Business Park Cardiff CF23 8AB	
Bankers	Lloyds Bank 31 Fore Street Taunton TA1 1HN	
Investment providers	Maven Wealth Management Oak Tree Court Mulberry Drive Pontprennau Cardiff CF23 8RS	

The trustees' report was approved by the Board of Trustees.



J Foxall
Chairperson

Dated:27th July 2021.....



STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping sufficient accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF 2 WISH UPON A STAR

I report to the trustees on my examination of the accounts of 2 Wish Upon a Star (the charity) for the year ended 30 September 2020.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

Sarah Case FCA DChA
Azets Audit Services
Ty Derw
Lime Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8AB

Sarah Case

Dated: 27-2-21



STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 SEPTEMBER 2020

Notes		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Income and endowments from:							
Donations and legacies	3	333,245	-	333,245	269,447	-	269,447
Charitable activities	4	72,390	123,213	195,603	3,500	4,950	8,450
Other trading activities	5	32,574	-	32,574	48,449	5,000	53,449
Investments	6	4,320	-	4,320	2,888	-	2,888
Other income	7	159	-	159	-	-	-
Total income		442,688	123,213	565,901	324,284	9,950	334,234
Expenditure on:							
Raising funds	8	19,833	-	19,833	42,730	-	42,730
Charitable activities	9	325,110	95,641	420,751	329,798	8,595	338,393
Other	13	100	-	100	-	-	-
Total resources expended		345,043	95,641	440,684	372,528	8,595	381,123
Net gains/(losses) on investments	14	10,225	-	10,225	1,984	-	1,984
Net income/(expenditure) for the year/ Net movement in funds		107,870	27,572	135,442	(46,260)	1,355	(44,905)
Fund balances at 1 October 2019		522,705	6,073	528,778	568,965	4,718	573,683
Fund balances at 30 September 2020		630,575	33,645	664,220	522,705	6,073	528,778

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.



BALANCE SHEET

AS AT 30 SEPTEMBER 2020

	Notes	2020 £	£	2019 £	£
Fixed assets					
Intangible assets	15		7,200		9,000
Tangible assets	16		11,637		14,736
Investments	17		211,902		201,853
			<u>230,739</u>		<u>225,589</u>
Current assets					
Debtors	19	37,666		7,745	
Cash at bank and in hand		426,391		317,641	
		<u>464,057</u>		<u>325,386</u>	
Creditors: amounts falling due within one year	20	(30,576)		(22,197)	
Net current assets			433,481		303,189
Total assets less current liabilities			<u>664,220</u>		<u>528,778</u>
Income funds					
Restricted funds	23		33,645		6,073
Unrestricted funds					
Designated funds	24	458,837		463,736	
General unrestricted funds		171,738		58,969	
			<u>630,575</u>		<u>522,705</u>
			<u>664,220</u>		<u>528,778</u>

The financial statements were approved by the Trustees on12th July 2021.....



J Foxall

Chairperson



STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

	Notes	2020 £	£	2019 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	27		106,226		(37,020)
Investing activities					
Purchase of intangible assets		-		(9,000)	
Purchase of tangible fixed assets		(1,968)		(915)	
Purchase of investments		(169,024)		(253,429)	
Proceeds on disposal of investments		169,196		53,562	
Investment income received		4,320		2,888	
Net cash generated from/(used in) investing activities			2,524		(206,894)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			108,750		(243,914)
Cash and cash equivalents at beginning of year			317,641		561,555
Cash and cash equivalents at end of year			426,391		317,641



NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 SEPTEMBER 2020

1 Accounting policies

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Event and sponsorship income is recognised when the event is held or the service is provided. Any amounts received in advance are deferred.

Fundraising income is recognised on receipt.



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

1 Accounting policies

(Continued)

Grants are only included in the SoFA when the general income recognition criteria are met.

In the case of performance related grants, income must only be recognised to the extent that the charity has provided the specified goods or services, as entitlement to the grant only occurs when the performance related conditions are met.

Capital grants are released to the Statement of Financial Activities in the year of receipt. Fixed assets relating to capital grants are capitalised, and depreciation charged is offset against the grant income, in a restricted fund.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

1.5 Resources expended

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Costs of raising funds comprise the costs in relation to generating income such as fundraising activities. Expenditure on charitable activities

includes all costs relating to the furtherance of the charity's objectives as stated in the trustees report and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources.

Governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

There has been no offsetting of assets and liabilities, or income and expenses.

1.6 Intangible fixed assets other than goodwill

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Software 3 years straight line basis



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

1 Accounting policies

(Continued)

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold Improvements 20% straight line basis
Office Equipment 20% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the period.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

1 Accounting policies

(Continued)

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases

Rentals payable under operating leases are charged as an expense on a straight line basis over the term of the relevant lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Donations and gifts	333,245	269,447
Donations and gifts		
General donations	326,446	261,042
In memoriam donations	6,799	8,405
	333,245	269,447



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

4 Charitable activities

	2020	2019
	£	£
Grants	<u>195,603</u>	<u>8,450</u>
Analysis by fund		
Unrestricted funds	72,390	3,500
Restricted funds	<u>123,213</u>	<u>4,950</u>
	<u>195,603</u>	<u>8,450</u>
Grants		
Welsh Government	13,370	4,950
St James's Place Charitable Foundation	-	2,500
The Orr Mackintosh Foundation	-	1,000
Aneurin Bevan University Health Board	6,190	-
Big Lottery Fund	35,828	-
Cardiff and Vale University Health Board	14,990	-
Coronavirus Job Retention Scheme	12,325	-
J Van Mars Foundation	5,000	-
Jenour Foundation	2,000	-
Moondance Foundation	58,400	-
Public Health Wales	2,000	-
Rhondda Cynon Taf County Borough Council	25,000	-
Voluntary Action Merthyr Tydfil	500	-
Zurich	20,000	-
	<u>195,603</u>	<u>8,450</u>

5 Other trading activities

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2020	2019	2019	2019
	£	£	£	£
Prize income	-	6,775	-	6,775
Sponsorship	-	4,434	-	4,434
Fundraising events	18,252	35,345	5,000	40,345
Merchandise sales	14,322	1,895	-	1,895
Other trading activities	<u>32,574</u>	<u>48,449</u>	<u>5,000</u>	<u>53,449</u>



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

6 Investments

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Interest receivable	<u>4,320</u>	<u>2,888</u>

7 Other income

	Unrestricted funds	Total
	2020	2019
	£	£
Sundry income	<u>159</u>	<u>-</u>

8 Raising funds

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Raising funds		
Fundraising costs	315	878
Online giving	4852	-
Event costs	<u>11,122</u>	<u>32,524</u>
Raising funds	<u>16,289</u>	<u>33,402</u>
Trading costs	3,544	9,328
Merchandise	<u>19,833</u>	<u>42,730</u>



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

9 Charitable activities

	2020 £	2019 £
Staff costs	217,293	118,707
Counsellor fees	70,408	50,628
Marketing and printing	11,939	12,523
Memory boxes	10,753	7,866
Office costs	26,145	26,630
Other direct costs	38,943	35,216
Training	1,271	1,382
Travel and subsistence	10,279	14,176
Other staff costs	648	508
	<u>387,679</u>	<u>267,636</u>
Share of support costs (see note 10)	26,066	64,211
Share of governance costs (see note 10)	7,006	6,546
	<u>420,751</u>	<u>338,393</u>
Analysis by fund		
Unrestricted funds	325,110	
Restricted funds	95,641	
	<u>420,751</u>	



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

10 Support costs

	Support costs £	Governance costs £	2020 £	Support costs £	Governance costs £	2019 £	Basis of allocation
Staff costs	5,947	-	5,947	44,161	-	44,161	Percentage
Depreciation	6,771	-	6,771	4,611	-	4,611	Direct
Bank charges	959	-	959	1,094	-	1,094	Direct
Office costs	6,239	-	6,239	9,115	-	9,115	Percentage
Subscriptions	2,837	-	2,837	3,836	-	3,836	Direct
Sundry expenses	1,089	-	1,089	1,263	-	1,263	Direct
Investment management fees	2,224	-	2,224	131	-	131	Direct
						500	
Legal and professional	-	461	461	-	500	6,021	Governance
Accountancy costs	-	6,348	6,348	-	6,021	25	Governance
Meeting expenses	-	197	197	-	25		Governance
	<u>26,066</u>	<u>7,006</u>	<u>33,072</u>	<u>64,211</u>	<u>6,546</u>	<u>70,757</u>	
Analysed between							
Charitable activities	<u>26,066</u>	<u>7,006</u>	<u>33,072</u>	<u>64,211</u>	<u>6,546</u>	<u>70,757</u>	

Governance costs includes payments of £2,700 for independent examination fees (2019: £2,700) and £3,448 for accountancy services (2019: £3,121)



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

11 Trustees

None of the trustees (or any persons connected with them) received any remuneration from the charity during the year. No trustees was reimbursed for expenses during the current or prior year.

12 Employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
	10	9
	<u>10</u>	<u>9</u>
Employment costs	2020	2019
	£	£
Wages and salaries	207,007	151,969
Social security costs	12,630	8,670
Other pension costs	3,603	2,229
	<u>223,240</u>	<u>162,868</u>

Employees earning > £60k

No employee earned more than £60,000 during the current or prior year.

Key management personnel

The key management personnel as detailed in the trustees report received benefits (including gross salary, employers national insurance and employers pension contributions totalling £44,556 (2019: £35,866).

13 Other

	Unrestricted funds	Total £
	2020	2019
Net loss on disposal of tangible fixed assets	100	-
	<u>100</u>	<u>-</u>



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

14 Net gains/(losses) on investments

	Unrestricted funds	Unrestricted funds
	2020	2019
	£	£
Gain/(loss) on sale of investments	10,225	1,984

15 Intangible fixed assets

	Software £
Cost	
At 1 October 2019 and 30 September 2020	9,000
Amortisation and impairment	
At 1 October 2019	-
Amortisation charged for the year	1,800
At 30 September 2020	1,800
Carrying amount	
At 30 September 2020	7,200
At 30 September 2019	9,000



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

16 Tangible fixed assets

	Leasehold Improvements	Office Equipment	Total
	£	£	£
Cost			
At 1 October 2019	12,629	10,936	23,565
Additions	-	1,968	1,968
Disposals	-	(500)	(500)
At 30 September 2020	12,629	12,404	25,033
Depreciation and impairment			
At 1 October 2019	4,570	4,259	8,829
Depreciation charged in the year	2,523	2,444	4,967
Eliminated in respect of disposals	-	(400)	(400)
At 30 September 2020	7,093	6,303	13,396
Carrying amount			
At 30 September 2020	5,536	6,101	11,637
At 30 September 2019	8,059	6,677	14,736



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

17 Fixed asset investments

	Listed investments £	Cash in portfolio	Total £
Cost or valuation			
At 1 October 2019	192,069	9,784	201,853
Additions	169,024	-	169,024
Valuation changes	10,225	-	10,225
Cash movement	-	(6,720)	(6,720)
Disposals	(162,480)	-	(162,480)
	→		
At 30 September 2020	208,838	3,064	211,902
Carrying amount			
At 30 September 2020	208,838	3,064	211,902
At 30 September 2019	192,069	9,784	201,853

18 Financial instruments

	2020 £	2019 £
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	208,838	192,069

19 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Trade debtors	-	1,600
Other debtors	33,333	-
Prepayments and accrued income	4,333	6,145
	37,666	7,745

20 Creditors: amounts falling due within one year

	Notes	2020 £	2019 £
Other taxation and social security		4,882	2,567
Deferred income	21	6,072	1,090
Trade creditors		-	588
Other creditors		16,922	11,820
Accruals and deferred income		2,700	6,132
		30,576	22,197



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

21 Deferred income

	2020 £	2019 £
Other deferred income	<u>6,072</u>	<u>1,090</u>

Deferred income is included in the financial statements as follows:

	2020 £	2019 £
Balance brought forward	1,090	125
Income received	23,234	41,310
Income released	(18,252)	(40,345)
Balance carried forward	<u>6,072</u>	<u>1,090</u>

Deferred income relates to income received in advance of the date of an event.

22 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £3,603 (2019: £2,229). There was £874 outstanding at the year end (2019: £552).



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

23 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 30 September 2020
	Balance at 1 October 2018	Incoming resources	Resources expended	Balance at 1 October 2019	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
Zurich	4,718	5,000	(3,645)	6,073	5,000	(11,073)	-
Welsh Government	-	4,950	(4,950)	-	13,370	(13,370)	-
Moondance Foundation	-	-	-	-	50,000	(29,167)	20,833
Big Lottery Fund	-	-	-	-	35,828	(23,016)	12,812
Aneurin Bevan University Health Board	-	-	-	-	6,190	(6,190)	-
Volunay Action Merthyr Tydfil	-	-	-	-	500	(500)	-
Coronavirus Job Retention Scheme	-	-	-	-	12,325	(12,325)	-
	<u>4,718</u>	<u>9,950</u>	<u>(8,595)</u>	<u>6,073</u>	<u>123,213</u>	<u>(95,641)</u>	<u>33,645</u>



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

23 Restricted funds

(Continued)

Zurich

Corporate sponsorship received to fund the maintenance and refurbishment of bereavement rooms.

Welsh Government

Grant funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult.

Moondance Foundation

Funding received to support staff costs.

Big Lottery Fund

Funding received to cover a five-year project based in North Wales. The restricted grant covers salary two members of staff both working in our support team along with travel costs. The total grant value over five years is £252,710.

Aneurin Bevan University Health Board

Funding received towards the provision of memory box contents for bereaved families who have lost a child or young adult and training.

Voluntary Action Merthyr Tydfil

Awarded as a one off COVID-19 grant, which was restricted to 'Counselling materials' such as bereavement books and worry eaters. This grant was specifically to cover additional costs of extra materials directly to our families due to the COVID-19 lockdown.

Coronavirus Job Retention Scheme

Scheme accessed to fund an element of wages costs during the pandemic.



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

24 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 October 2018	Transfers	Balance at 1 October 2019	Resources expended	Transfers	Balance at 30 September 2020
	£	£	£	£	£	£
Support and overheads	370,000	-	370,000	-	-	370,000
North Wales activities	70,000	-	70,000	-	-	70,000
Fixed asset fund	-	23,736	23,736	(6,767)	1,868	18,837
	<u>440,000</u>	<u>23,736</u>	<u>463,736</u>	<u>(6,767)</u>	<u>1,868</u>	<u>458,837</u>

Details of the designations can be found in the trustees report.



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

25 Analysis of net assets between funds

	Unrestricted 2020 £	Designated funds 2020 £	Restricted 2020 £	Total 2020 £	Unrestricted 2019 £	Designated funds 2019 £	Restricted 2019 £	Total 2019 £
Fund balances at 30 September 2020 are represented by:								
Intangible fixed assets	-	7,200	-	7,200	-	9,000	-	9,000
Tangible assets	-	11,637	-	11,637	-	14,736	-	14,736
Investments	-	211,902	-	211,902	-	201,853	-	201,853
Current assets/(liabilities)	171,738	228,098	33,645	433,481	58,969	238,147	6,073	303,189
	<u>171,738</u>	<u>458,837</u>	<u>33,645</u>	<u>664,220</u>	<u>58,969</u>	<u>463,736</u>	<u>6,073</u>	<u>528,778</u>



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 30 SEPTEMBER 2020

26 Related party transactions

There were no disclosable related party transactions during the year (2019 - none).

27 Cash generated from operations

	2020 £	2019 £
Surplus/(deficit) for the year	135,442	(44,905)
Adjustments for:		
Investment income recognised in statement of financial activities	(4,320)	(2,888)
Loss on disposal of tangible fixed assets	100	-
Gain on disposal of investments	(10,225)	(1,984)
Amortisation and impairment of intangible assets	1,800	-
Depreciation and impairment of tangible fixed assets	4,971	4,611
Movements in working capital:		
(Increase)/decrease in debtors	(29,921)	16,220
Increase/(decrease) in creditors	3,397	(9,039)
Increase in deferred income	4,982	965
Cash generated from/(absorbed by) operations	106,226	(37,020)

28 Analysis of changes in net funds

The charity had no debt during the year.



THANK YOU

Thank you to all of our trustees, volunteers, fundraisers and partners for supporting us this year. Without you, we could not provide immediate and ongoing bereavement support for families, individuals and professionals affected by the sudden and traumatic death of a child or young adult aged 25 or under.

Best wishes, Rhian and the 2 Wish staff x





Since 2012, we have been at the forefront of providing compassionate and caring sudden bereavement support in Wales and have developed incredible services that we know make a huge difference in our bereaved families, individuals and professionals lives.

As the number of those in need of support sadly continues to grow, we are determined to always be there whenever we are needed.

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